Mission Statement
Freedom to Discover

Strategic Priorities
A Community Beacon   Relevant and Responsive
A Creative and Changing Organization

HAMILTON PUBLIC LIBRARY BOARD

Regular Board Meeting
Wednesday, February 17, 2016
Central Library, Board Room

5:30 p.m. Dinner
6:00 p.m. Tour & Picture
6:20 p.m. Meeting

AGENDA

Tour of Central Library Renovations and Library Board Group Photo

1.   Discussion Period

1.1   OLA Conference
1.2   Leaders in Literacy Breakfast   Attachment #1.2

2.   Acceptance of the Agenda

3.   Minutes of the Hamilton Public Library Board   Attachment #3
Meeting of Wednesday, January 20, 2016

4.   Presentations

4.1   Customer Service Institute Training – KA
4.2   Update on Dundas Design - KA

5.   Consent Items

6.   Business Arising

6.1   Appointment of the Policy Review Committee Chair   Attachment #6.1
Suggested Action: Recommendation
6.2   Central 4th Floor Partnerships – MS/KA   Attachment #6.2
Suggested Action: Receive

7.   Correspondence

8.   Reports

8.1   Chief Librarian's Report   Attachment #8.1
Suggested Action: Receive
8.2   Report of the Audit Committee   Attachment #8.2
Suggested Action: Recommendation

9.   New Business

9.1   2015 Metrics Report   Attachment #9.1
Suggested Action: Receive
9.2   Dundas Temporary Location Hours   Attachment #9.2
Suggested Action: Recommendation
9.3   Absences Due to Conflicts with City Council   Attachment #9.3
Suggested Action: Recommendation

10.   Private and Confidential

10.1   HR Issue

11.   Date of Next Meeting

Wednesday, March 16, 2016
Central Library, Board Room, 5ᵗʰ Floor
5:30 p.m. Dinner
6:00 p.m. Meeting

12.   Adjournment

Adult Basic Education Association
Hamilton's Connection to Lifelong Learning

905-527-2222   www.abea.on.ca

Leaders in Literacy Breakfast Tuesday June 7, 2016

Hamilton Sheraton Hotel

Come hear the "Stories of Struggle to Success" shared by the learners nominated for the Learner of the Year Award.

Order Seats by May 13, 2016

Seats are $25 per person   **or** $230 per table of 10

To order seats call   **905-527-2222   or**

email director@abea.on.ca   **or**

use the form at www.abea.on.ca

Tuesday June 07, 2016	Doors Open 8 am
116 King Street W	Breakfast begins 8:30 am
Hamilton Sheraton Hotel	

Leah Morris is leaving ABEA March 31, 2016, after almost 20 years as Executive Director. She has worked in the adult literacy field for over 30 years.

Join us as we say goodbye to Leah and as we welcome in a new chapter of ABEA.

"Where you are tomorrow depends upon what you learn today." Leah Morris

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EMPLOYMENT ONTARIO

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Mission Statement
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HAMILTON PUBLIC LIBRARY BOARD
Inaugural and Regular Board Meeting
Wednesday, January 20, 2016
Waterdown Library
5:30 p.m. Dinner
6:00 p.m. Meeting

MINUTES

PRESENT: George Geczy, Jennifer Gautrey, Mary Ann Leach, Douglas Brown, Vikki Cecchetto, John Kirkpatrick, Lori-Anne Spence-Smith, Clare Wagner, Suzan Fawcett

STAFF: Lisa DuPelle, Karen Anderson, Melanie Southern, Robin Hewitt, Paul Takala, Karen Hartog

REGRETS: Councillor Partridge, Councillor Pearson

Tour of the Waterdown Branch

Ms Gautrey called the meeting to order at 6:00 p.m.

1. **Discussion Period**
   1.1   Mr. Geczy reported that the New York Public Library is now offering higher resolution images free. Mr. Geczy suggested the HPL investigate HPL also offering images for free and provide the findings in the report that is to come to the Library Board.

2. **Acceptance of the Agenda**

   MOVED by Ms Leach, seconded by Ms Spence-Smith,

   THAT THE AGENDA BE ACCEPTED AS PRESENTED.

   MOTION CARRIED

3.   Minutes of the Hamilton Public Library Board Meeting of Wednesday, December 16, 2015

MOVED by Ms Fawcett, seconded by Ms Cecchetto,

THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, DECEMBER 16, 2016 BE ACCEPTED AS PRESENTED.

MOTION CARRIED.

4.   <u>Report of the Nominating Committee Meeting of Wednesday, January 20, 2016 and Elections</u>

Nominating Committee members included Mr. Geczy, Ms Fawcett, Ms Leach and Ms Gautrey. Ms Gautrey presented the report of the Nominating Committee from its meeting held January 20, 2016.

Ms Gautrey reported that the Committee nominates Ms Leach for Chairperson and Mr. Geczy for Vice-Chairperson. Nominations for Chairperson were opened to the floor.

MOVED by Ms Fawcett, seconded by Ms Wagner,

THAT NOMINATIONS FROM THE FLOOR BE CLOSED AND MS LEACH BE APPOINTED AS CHAIRPERSON AND MR. GECZY BE APPOINTED AS VICE-CHAIRPERSON FOR 2016.

MOTION CARRIED.

MOVED by Ms Fawcett, seconded by Ms Wagner,

THAT THE SLATE OF OFFICERS FOR THE 2016 LIBRARY BOARD BE ADOPTED AS FOLLOWS:

CHAIRPERSON: **Mary Ann leach**

VICE-CHAIRPERSON: **George Geczy**

EXECUTIVE COMMITTEE: **Mary Ann Leach**
                         George Geczy
                         Lori-Anne Spence-Smith
                         Suzan Fawcett

                         Alt: John Kirkpatrick

AUDIT COMMITTEE:	Mary Ann Leach
	Jennifer Gautrey
	George Geczy
	John Kirkpatrick
	Alt: Doug Brown
SOLS REPRESENTATIVE:	Vicki Cecchetto
TREASURER:	Paul Takala

MOTION CARRIED.

5. **2016 Board Chairman Calls the Inaugural Meeting to Order at 6:37 p.m.**

6. **Presentations**

   6.1   Draft 2016 Operating Budget Presentation

   Mr. Takala and Ms Leach presented the 2016 operating budget prepared for Council for the budget presentation scheduled for January 27th at City Hall, 9:45 a.m.

   6.2   Capital Budget Projects Roles and Responsibilities

   Mr. Takala provided a presentation on the capital budget projects roles and responsibilities for staff and library board members.

7. **Consent Items**

   MOVED by Mr. Kirkpatrick, seconded by Ms Gautrey,

   THAT CONSENT ITEM 7.1 BE APPROVED AS PRESENTED.

   MOTION CARRIED.

   7.1   That the Hamilton Public Library Board approves $89,490 from Library reserves to be allocated to the Binbrook Library project.

8. **Business Arising**

   No business arising items.

9. Correspondence

No correspondence.

10. Reports

10.1 Chief Librarian's Report

MOVED by Ms Fawcett, seconded by Ms Spence-Smith,

THAT THE CHIEF LIBRARIAN'S REPORT BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

11. New Business

11.1 Infrastructure Grant Opportunities

MOVED by Ms Fawcett, seconded by Ms Spence-Smith,

THAT THE INFRASTRUCTURE PROJECTS-NEW BUILDING CANADA FUND REPORT BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

11.2 Central Library's York Street Entrance

MOVED by Ms Cecchetto, seconded by Ms Gautrey,

THAT THE HAMILTON PUBLIC LIBRARY BOARD RECEIVES THIS REPORT FOR INFORMATION AND STAFF REPORT BACK ON FINAL COSTING AND FUNDING RECOMMENDATIONS.

MOTION CARRIED.

11.3 Director of Finance & Facilities Transition

MOVED by Mr. Geczy, seconded by Ms Gautrey,

THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVES ROBERT HALF MANAGEMENT RESOURCES AS A VENDOR OF RECORD TO PROVIDE CONTRACT PLACEMENTS FOR SENIOR FINANCE, AND ACCOUNTING POSITIONS TO COVER THE DIRECTOR OF FINANCE AND FACILITY POSITION UNTIL THE

RECRUITMENT PROCESS IS COMPLETE IN HUMAN RESOURCES.

MOTION CARRIED.

12.   **Private and Confidential**

MOVED by Ms Spence-Smith, seconded by Ms Wagner,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS REAL ESTATE AND HR ITEMS.

MOTION CARRIED.

MOVED by Ms Cecchetto, seconded by Ms Fawcett,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

MOVED by Ms Spence-Smith, seconded by Ms Fawcett,

THAT THE HAMILTON PUBLIC LIBRARY BOARD AUTHORIZES THE CITY OF HAMILTON REAL ESTATE SECTION TO NEGOTIATE A LEASE FOR A TEMPORARY DUNDAS LIBRARY SITE ON BEHALF OF THE BOARD AND TO WORK WITH THE CITY OF HAMILTON LEGAL SERVICES FOR ASSISTANCE IN PREPARATION OF THE LEASE DOCUMENT. THAT THE CHIEF LIBRARIAN IS AUTHORIZED TO SIGN A LEASE ON BEHALF OF THE LIBRARY BOARD SHOULD A FAVOURABLE AGREEMENT IS REACHED.

MOTION CARRIED.

MOVED by Ms Spence-Smith, seconded by Ms Cecchetto,

THAT THE HAMILTON PUBLIC LIBRARY BOARD RECEIVE THE CHIEF LIBRARIAN'S GOALS FOR 2015 AND 2016 FOR COMMENT BY THE BOARD.

MOTION CARRIED.

MOVED by Ms Cecchetto, seconded by Ms Wagner,

THAT THE CHIEF LIBRARIAN'S SALARY BE INCREASED TO THE NEXT PROGRESSION IN HIS PAY LEVEL (LEVEL 4) EFFECTIVE JANUARY 1, 2016

MOTION CARRIED.

13. **Date of Next Meeting**

Wednesday, February 17, 2016
Central Library, Board Room, 5ᵗʰ Floor
5:30 p.m. Dinner
6:00 p.m. Meeting

14. **Adjournment**

MOVED by Ms Spence-Smith, seconded by Ms Cecchetto,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, JANUARY 20, 2016 BE ADJOURNED.

MOTION CARRIED.

The meeting was adjourned at 9:25 p.m.

Minutes recorded by Karen Hartog

Hamilton Public Library

Date:	February 12, 2016
To:	Chair and Members of the Board
From:	Paul Takala, Chief Librarian
Subject:	**Appointment of the Policy Review Committee Chair**

RECOMMENDATION:

(The recommendation will be for the appointment of the Chair of the Ad Hoc Policy Review Committee.)

BACKGROUND:

The first meeting of the Ad Hoc Policy Review Committee is scheduled for Wednesday, February 17 from 4:30 to 5:30 pm. At that meeting one item on the Agenda will be the appointment of a Chair. Unlike the Audit Committee, the Board By-Laws require the Board to appoint Chairs of Ad Hoc Committees. At the time of writing this report the recommendation from the Committee for Chair is not yet known. To prevent a delay in commencing the work of the committee this item is being added the February agenda. One item of discussion at the committee meeting will be setting up their schedule so that documentation can get added to the Library Board package in a timely manner.

Date: February 10, 2016
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Melanie Southern, Director Public Service, Partnership &
Communications
Karen Anderson, Director Public Service
Subject: **Central 4th Floor Partnerships**

RECOMMENDATION:

That the Hamilton Public Library Board receives this report for information and feedback.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The partnerships outlined in this report will help ensure the new Central 4th Floor, *The Circuit 4.0*, will complement Library staff led programming and will assist with ensuring full utilization of the space in a sustainable way. Locating a few staff from outside agencies on the 4th floor will not require a significant commitment in space. MOUs will be developed to ensure commitments are limited in nature and ensure the ongoing ability for HPL to ensure the space is meeting the Board's strategic priorities.

BACKGROUND:

Library staff are working on several fronts to ensure the renovated 4th floor is fully utilized. Ensuring people from all backgrounds have meaningful opportunities to benefit from HPL's investment in technology is core to our mission and is important for our success as a community. Other partnerships will be reported as they are explored more fully, but work is most advanced with 2 initiatives that strongly align with our goals:

- An Industry Education Council (IEC) project that is focused on partnering with the school boards to enhance coding opportunities for high school and primary school students.
- The Learning Annex that targets individuals over 18 that have yet to successfully navigate to meaningful employment or higher education.

IEC Partnership
Hamilton Public Library has been a long term partner of the Industry Education Council (IEC) and participates on their Board. In late 2015, the IEC sought grant funding from the Hamilton Community Foundation to develop a sustainable program to coordinate their in-school coding clubs program and extend the benefits and opportunities being fostered through the clubs into the community. Through

this initiative, the IEC Lead Mentor will be collaborating with Library staff to develop programming for evenings and weekends to engage kids and families through technology. The Mentor will also assist HPL staff in developing technology based Library Visits for schools that resonate with the Ontario Curriculum expectations. HPL is already providing a slate of Digital Media Lab and technology programs and this partnership will allow us to increase our capacity and reach.

A primary goal of the IEC is to assist kids and families to identify pathways to higher education and create greater career options. Additional partners supporting the IEC program include both school boards, McMaster University, Mohawk College, Social Planning and Research Council, Hamilton Chamber of Commerce, Software Hamilton and City of Hamilton Economic Development.

Learning Annex Partnership
In October, the Board was informed that the City of Hamilton's Neighbourhood Action Team's submission for a provincial Poverty Reduction Grant was successful. The initiative called the Learning Annex, was awarded $573,000 over three years. The Learning Annex is designed to connect at-risk individuals (ages 18 to 30) to education and employment services beyond traditional college courses and student supports. There are a number of local partners involved in this project including Hamilton Public Library. While targeting at risk individuals, the intention is to ensure the programs offered serve a wider spectrum of the community. HPL is anticipating that some of the learning programs will be held at the Central Library with the intention of having a City staff working from the Central Library. This project will also assist us with evaluating our Community Resource Worker program.

Similar to HPL's Community Resource Worker, the Learning Annex will employ a "navigator" to facilitate a collaborative client consultation. Youth will identify immediate and long term goals and the navigator will shepherd and support youth along their journey to securing living wage employment. Youth will be encouraged to stay engaged within the Learning Annex until they have achieved their personalized goal related to educational attainment and/or employment. To achieve this, HPL is working with COH staff to identify and negotiate a location for this staff member on the fourth floor.

The COH team anticipate an April launch of this initiative with their energies concentrating on building relationships with educators, employers and service providers. In the fall, it is anticipated that programming and mentorship would commence.

Chief Librarian's Report – February 2016

WATERDOWN OPENING

The Waterdown Branch grand opening was held on Monday, February 8. Mayor Eisenberger, Councillor Partridge, MP David Sweet, Library Board Chair Mary Ann Leach, Director of Recreation Operations Chris Herstek and I were all on hand to provided greetings and remarks. The grand opening was a day-long celebration with packed storytimes, the formal Opening ceremony, a school visit and children's programming. The festivities wrapped up with a visit from the always popular Reptile Man with over 100 in attendance. The Branch welcomed nearly 800 visitors over the course of the day. The Waterdown branch is bustling. Since opening, Waterdown has offered over 80 programs; storytime programming is particularly popular with groups regularly ranging in size from 30 to 40. All the partner organizations are collaborating to ensure the ongoing success of this important community beacon.

UPDATE ON THE CANADIAN LIBRARY ASSOCIATION (CLA)

I am pleased to report that efforts to recreate the CLA into a federation of library associations passed an important milestone on January 27 in Toronto. A Special General Meeting of the Canadian Library Association was held and the membership voted to dissolve the Association. There was very strong support at the meeting from all member classes to move forward. CLA has been the national voice of the Canadian library community since 1946. The dissolution of CLA follows an extensive process during which CLA worked with a large number of library associations across Canada to develop a proposal to advance the interests of libraries. The proposed Canadian Federation of Library Associations unifies the diverse library communities across Canada. CLA's membership took this decision with a view to the future. Changing times and a proliferation of other library associations has seen a decline in CLA membership resulting in challenges in sustaining an effective organization. Over the next few months CLA will undertake the normal requirements to wind down an organization and pave the way for the Federation.

CENTRAL RENOVATIONS UPDATE

Central Renovations have entered the final stages. Construction in the basement and on the fifth floor is complete. The Hamilton, Wentworth Rooms and fourth floor are nearing completion as we work through deficiencies, audiovisual installations and equipment set up. We anticipate a soft opening of the fourth floor in March with an official celebration to follow. We are developing the fourth floor as a community destination unique to any other space in the City of Hamilton. It is a shared, open,

vibrant space that will offer flexible programming and shared spaces. It offers a Digital Media Lab, Makerspace, a sound recording area, a film area, and computer lab. It also hosts a program room, performance space, and art gallery.

It was recognized that the space needed a timeless name and concept that will stay relevant and reflect the cooperative and multi-purpose nature of the space. As a result, it is called *The Circuit 4.0*. This approach reinforces the carpet tile and design, and evokes connectivity, energy, electricity, dynamism and movement. The qualifier 4.0 reinforces the location of the space with a nod to tech talk.

BUDGET PRESENTATION AND LIBRARY HOURS

The January 27 Library Board budget presentation to City Council was well received. Thank you to Past Chair Jennifer Gautrey and Board Chair Mary Ann Leach for representing the Board so well. We were pleased to present a budget increase of 1% that met Council's direction. One item that was identified as a future budget pressure is the fact that all our locations, except Central and Turner Park, have a closed day on Monday or Friday. This gap in service is the result of budget cuts that happened in the 1980s and 1990s. In 2015 we opened Turner Park on Fridays to provide a 7 day mountain alternative to Central. During the budget presentation discussion the example of Ancaster was used. As a result the Ancaster News wrote an article that Ancaster's hours may be changed. The article was factually correct but it did not explain the context that the hours of all locations will be under review in 2016. It should be noted that our service hours are determined by our budget, although as we have previously discussed staff will be working with the Library Board to see if changes in operations could result in expanded hours within the existing funding we receive.   This is not a simple challenge and it is important that we keep a system-wide perspective on hours and balance the needs of the different communities we serve.

SUNDAY MUSIC SERIES

A new Sunday music series is currently taking place at Central Library. Based on the success of our Friday Lunch Hour Music Program, the concerts were introduced on January 17 and will run until the end of February including Family Day on a pilot basis. The concerts support HPL's Music Strategy and provide an opportunity for families to experience live music in an intimate setting. Our featured musicians are students from the Mohawk College music program.

MUSIC STRATEGY MEETING @ HPL

The City of Hamilton's Music Committee, under the direction of Jacqueline Norton, Business Development Consultant – Music and Creative Industries, met in Central Library's newly renovated Hamilton Room this month. The purpose of the meeting was to discuss marketing Hamilton as a "music city" much in the same fashion as

Austin, Texas and Nashville, Tennessee. Approximately 60 members of the music community attended the meeting.

ARTIST MANAGER BOOTCAMP — CANADA'S MUSIC INCUBATOR

Canada's Music Incubator, a not-for-profit organization "dedicated to providing hands-on, professional development for emerging artists, tour managers, stage technicians and artist managers in an active and creative music industry environment". Central Library, in partnership with the City of Hamilton's Economic Music and Film Office, will host an Artist/Manager Bootcamp over two weekends in April presented by Canada's Music Incubator.

PEER CONNECTOR PROGRAM

Hamilton Council on Aging, as the applicant on a Trillium grant, has joined forces with Information Hamilton and Hamilton Public Library, to create and implement a Peer Connector Volunteer Program for seniors. Program volunteers, who themselves are seniors, are trained to use Information Hamilton's Red Book to provide information about programs and services for other seniors. The first round of volunteers has been trained and will begin providing referrals to seniors at HPL branches across the system. This new volunteer program will continue as part of HPL's slate of volunteer opportunities.

FAMILY LITERACY DAY

Family Literacy Day® is a national awareness initiative created by ABC Life Literacy Canada and held annually on January 27 to raise awareness of the importance of reading and engaging in other literacy-related activities as a family. HPL works in partnership with Early Literacy Hamilton to make Family Literacy Day a week long celebration in our community. This year's events were a great success. HPL coordinated a number of author visits across the City, hosted Snuggle Up and Read pyjama storytimes at many branches and worked in partnership with Frontier College to host a Family Literacy Day event at the Central Library.

GreenBYTE PROGRAM

HPL has worked in partnership with the St. Leonard's Society's GreenBYTE program for many years. HPL donates end-of-life computer hardware to GreenBYTE. GreenBYTE refurbishes the hardware, and then provide these systems to low-income families and children in need at no cost. The equipment is refurbished with the support of volunteers, their employment training program that works with individuals exiting the prison system in making successful transitions into the community, as well as co-op students, Ontario Works recipients and individuals with disabilities seeking new job skills. HPL recently received a thank you from Indwell,

the organization that was the recipient of refurbished Library equipment. Indwell was recently featured in the [Hamilton Spectator](#).

IBBY SILENT PICTURE BOOK EXHIBIT

IBBY Canada is one of more than 70 National Sections of the International Board on Books for Young People (IBBY). IBBY is a non-profit organization that was founded in the wake of World War II on the belief in the power of children's books help to bridge cultures and to promote peace. IBBY Italia is working to establish the first children's library on the small Italian island of Lampedusa. The island has welcomed waves of refugees from Africa and the Middle East and the Library will be used by young migrants and local children. To build the Library's collection, IBBY Italia gathered outstanding wordless picture books from 23 countries. IBBY Canada is currently hosting Silent Books: Final Destination Lampedusa, an exhibit of more than 100 renowned wordless picture books, which has been touring around the world. HPL has been added to the tour schedule before the exhibit returns to Italy. HPL will host the exhibit for a month from mid-March until mid-April. The exhibit will be on display at the Central Children's Department, the HWDSB's Education Centre and the Terryberry Branch over the course of its stay. Thank you to board member Doug Brown for alerting us to this opportunity.

Paul Takala
Chief Librarian

HAMILTON PUBLIC LIBRARY BOARD
Audit Committee Meeting

Wednesday, February 10, 2016
Central Library, Board Room
5:00 p.m. Meeting

MINUTES

PRESENT: George Geczy, Mary Ann Leach, Jennifer Gautrey, John Kirkpatrick, Doug Brown (alt)

OTHER: John Pryke, KPMG

STAFF: Robin Hewitt, Paul Takala, John Black

1. Acceptance of the Agenda

There were no additions to the agenda.

MOVED by Mr. Kirkpatrick, seconded by Ms Gautrey,

THAT THE AGENDA BE ACCEPTED AS PRESENTED.

MOTION CARRIED.

2. Appointment of Chair

MOVED by Mr. Geczy, seconded by Ms Leach,

THAT MR. KIRKPATRICK BE APPOINTED CHAIR OF THE AUDIT COMMITTEE FOR 2016.

MOTION CARRIED.

3.   HPL Audit Planning Report

The Auditor reviewed the planning report with committee members. It was reported that there is nothing out of the ordinary to report. Committee members reviewed the transition plan in regards to the Director of Finance vacancy.

Committee members discussed the Library's trust account audit and it appears that this report will coincide with the regular audit. Mr. Black will follow-up regarding the City's intentions.

Committee members requested that a quarterly budget variance report be prepared for the Library Board.

MOVED by Ms Gautrey, seconded by Mr. Geczy,

THAT THE PLANNING REPORT BE ADOPTED AS PRESENTED.

MOTION CARRIED.

4.   Auditor and Audit Committee Meet Without Staff

The Audit Committee met privately with the Auditor.

5.   Adjournment

MOVED by Ms Leach, seconded by Mr. Brown,

THAT THE AUDIT COMMITTEE MEETING OF WEDNESDAY, FEBRUARY 10, 2016 BE ADJOURNED.

MOTION CARRIED.

The meeting was adjourned at 6:00 p.m.

Minutes recorded by Karen Hartog.

KPMG
cutting through complexity

AUDIT

Hamilton Public Library Board

**Audit Planning Report
For the year ending December 31, 2015**

KPMG LLP

Licensed Public Accountants

kpmg.ca

The contacts at KPMG in connection with this report are:

John Pryke, Lead Audit Engagement Partner

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jpryke@kpmg.ca

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titaliano@kpmg.ca

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At KPMG, we are **passionate** about earning your **trust**. We take deep **personal accountability**, individually and as a team, to deliver **exceptional service and value** in all our dealings with you.

At the end of the day, we measure our success from the **only perspective that matters – yours**.

Executive summary

Audit and business risk

Our audit is risk-focused. In planning our audit we have taken into account key areas of focus for financial reporting. These include:

- Turnover in Director, Finance & Facilities position

- Capital activity

- Employee future benefits

See pages 4-6

KPMG team

The KPMG team will be led by John Pryke. He will be supported by a local Hamilton based team. Subject matter experts and specialists will be involved where appropriate to ensure our approach is appropriate and robust

See page 8

Audit Materiality

Materiality has been determined based on fiscal 2014 audited revenues. We have estimated materiality to be $610,000 for the year ending December 31, 2015.

See page 7

Effective communication

We are committed to transparent and thorough reporting of issues to management and the Audit Committee. We have planned our work to closely co-ordinate and communicate with the Audit Committee throughout the annual audit process.

See page 9

Independence

We are independent and have extensive quality control and conflict checking processes in place. We provide complete transparency on all services and follow approved protocols set by the City of Hamilton.

Audit approach

Professional standards presume the risk of fraudulent revenue recognition and the risk of management override of controls exist in all companies.

The risk of fraudulent recognition can be rebutted, but the risk of management override of control cannot, since management is typically in a unique position to perpetrate fraud because of its ability to manipulate accounting records and prepare fraudulent financial statements by overriding controls that otherwise appear to be operating effectively.

Professional requirements	Why	Our audit approach
Fraud risk from revenue recognition	This is a presumed fraud risk. We have not identified any specific additional risk of fraud with respect to revenue recognition relating to this audit.	• Our audit approach will consist of evaluating the design and implementation and testing of operating effectiveness of selected relevant controls. It will also consist of performing substantive procedures to address the relevant assertions associated with the significant risk.

Fraud risk from management override of controls	This is a presumed fraud risk.
	
	We have not identified any specific additional risks of management override relating to this audit.
	
	We will perform additional testing over the risk of management override of controls based on the turnover in key Finance role at the Library.
		• Our audit approach incorporates the required procedures in professional standards to address this risk. These procedures include testing of journal entries and other adjustments and making inquiries of the appropriate individuals:
		  • whether they have been asked to record, or are aware of, unusual or otherwise inappropriate journal entries or adjustments without adequate support or explanation for the entries or adjustments;
		  • Inquire whether there have been any instances of overrides of controls through recording of journal entries or other adjustments;
		  • Inquire whether there have been any journal entries or other adjustments that have been initiated by management outside the normal course of business,
		• We will perform a retrospective review of estimates and evaluate the business rationale of significant unusual transactions.

Audit approach (continued)

Other areas of focus include the following:

Other areas of focus	Why	Our audit approach
Capital activity	During the current year, the old Waterdown and Millgrove branches were closed and a new branch opened in Waterdown in December 2015. Additional capital funding was approved from library reserves by the Library Board in relation to the Binbrook. Greensville, and Dundas branches. The City has approved financing for the Binbrook branch to date. The capital is recorded on the City of Hamilton's books. Risk related to the existence and presentation and disclosure of any commitments related to capital projects.	• We will examine major capital projects and any commitments requiring disclosure in the audited financial statements. We will work with management to ensure appropriate disclosure is included in the financial statements. • The impact of the capital activity on operating costs will be factored into our substantive testing.
Liability for future benefits	Completeness and accuracy of the post retirement liability and related expenses. Reliance is placed on the actuarial valuation and extrapolations performed by the actuaries in determining the accrued post-employment benefit liability at the end of each fiscal year. Actuarial determination of both post-employment benefits and sick leave benefits is required under PSAB standards.	• Performing substantive procedures, including review of assumptions and application of assumptions. Obtain access to management's expert (the actuaries) and their reports identifying the accrued benefit obligations for vested sick leave and retirement benefit liabilities. A new actuarial firm was engaged by the City in fiscal 2014. • Obtain a copy of the actuarial extrapolation of the liability for the year ending December 31, 2015. A full actuarial valuation is required every 3 years and the last report was effective January 1, 2014. • We will review note disclosure to ensure it is appropriate and contains at a minimum, the required disclosures under Canadian standards.
Expenditures	Completeness, existence and accuracy of expenses and completeness of related accounts payable and accrued liabilities.	• We will perform substantive procedures to address the relevant risk. This includes reviewing significant accruals and vouching to supporting documentation, as well as a search for unrecorded liabilities to assess completeness and accuracy of accruals at year-end. • We will perform substantive analytical procedures over payroll and non-payroll expenditures.

Audit approach (continued)

Other areas of focus	Why	Our audit approach
Government grants	Risk related to the completeness and accuracy of timing of revenue recognition.	• We will perform substantive procedures to address the relevant risk. This includes agreeing significant receivables to subsequent receipts and confirming significant grant balances.
Prepaid expenses	Completeness and accuracy of prepaid subscriptions. The Library continues to introduce more digital media resulting in more subscriptions.	• Performing a review of significant subscription agreements and assessing the prepaid portion as of the year end date, based on the period covered by the subscription agreements.

Materiality

Professional standards require us to re-assess materiality at the completion of our audit based on period-end results or new information in order to confirm whether the amount determined for planning purposes remains appropriate.

Our assessment of misstatements, if any, in amounts or disclosures at the completion of our audit will include the consideration of both quantitative and qualitative factors.

The first step is the determination of the amounts used for planning purposes as follows.

The determination of materiality requires professional judgment and is based on a combination of quantitative and qualitative assessments including the nature of account balances and financial statement disclosures.

Materiality determination	Comments	Amount
Benchmark	Based on prior year total revenues. This benchmark is consistent with the prior year.	$30,507,942
% of Benchmark	The corresponding percentage for the prior year's audit was 2%.	2%
Materiality	Determined to plan and perform the audit and to evaluate the effects of identified misstatements on the audit and of any uncorrected misstatements on the financial statements. The corresponding amount for the prior year's audit was $615,000	$610,000
Performance materiality	Used 75% of materiality, and used primarily to determine the nature, timing and extent of audit procedures. The corresponding amount for the prior year's audit was $461,250	$457,500
Audit Misstatement Posting Threshold (AMPT)	Threshold used to accumulate misstatements identified during the audit. The corresponding amount for the previous year's audit was $30,750	$30,500

KPMG Service team

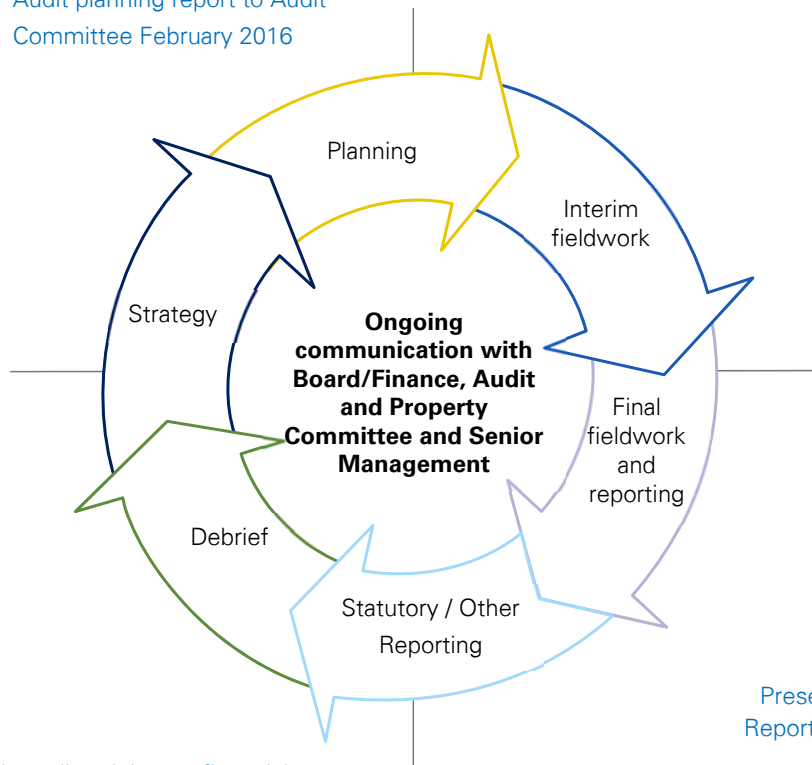| Team member	Background / experience	Discussion of role
John Pryke, CPA, CA Lead Audit Engagement Partner jpryke@kpmg.ca 905 523 2288	• John has extensive experience in the not-for-profit sector spending approximately 70% of his year working with institutions and community organizations operating in the not-for-profit sector. John is the incoming Chair of the Board of the Hamilton Chamber of Commerce.	• John will lead our audit and be responsible for the quality and timeliness of everything we do. • He will be your main point of contact and will always be available and accessible to management and the Board.
Scott Plugers, CPA, CA Audit Manager splugers@kpmg.ca 905 685-4811	• Scott works with a number of not-for-profit organizations in the municipal space.	• Scott will work very closely with John on all aspects of our audit for the Library. He will be on site and directly oversee and manage our audit field work and work closely with your management team.
Tony Italiano, CPA, CA Tax Partner titaliano@kpmg.ca **905 523 2227**	• Tony has significant experience serving not-for-profit clients and assisting with their tax needs including compliance and tax planning.	• Tony will assist the audit team and management with any areas of opportunity and exposure in relation to income and other taxes.
Dave Marcaccio, CPA, CGA Indirect Tax Senior Manager dmarcaccio@kpmg.ca 905 523 2253	• Dave helps clients in their sales tax dealings with both the Federal and Provincial governments by facilitating recoveries of overpaid taxes and providing advisory and compliance services.	• Dave will provide assistance to the Library in any areas of recovery or compliance issues with respect to indirect taxes.

Audit cycle and timetable

Our key activities during the year are designed to achieve our one principal objective:

To provide a robust audit, efficiently delivered by a high quality team focused on key issues.

Our proposed timeline is in line with prior year.

Planning meetings with management and City representatives December 2015/January 2016

Audit planning report to Audit Committee February 2016

Planning

Interim fieldwork

Strategy

Ongoing communication with Board/Finance, Audit and Property Committee and Senior Management

Final fieldwork and reporting

Debrief

Statutory / Other Reporting

Field work: March 2016

Presentation of Audit Findings Report to the Audit Committee: May/June 2016

Provide audit opinion on financial statements: subsequent to Board approval of financial statements expect May/June

Appendices

Appendix 1: Audit Quality and Risk Management

Appendix 2: KPMG's audit approach and methodology

Appendix 3: Required communications

Appendix 4: Current developments

Appendix 1: Audit Quality and Risk Management

KPMG maintains a system of quality control designed to reflect our drive and determination to deliver independent, unbiased advice and opinions, and also meet the requirements of Canadian professional standards.

Visit http://www.kpmg.com/Ca/en/services/Audit/Pages/Audit-Quality-Resources.aspx for more information.

Quality control is fundamental to our business and is the responsibility of every partner and employee. The following diagram summarises the six key elements of our quality control systems.

- Other controls include:
  - Before the firm issues its audit report, Engagement Quality Control Reviewer reviews the appropriateness of key elements of publicly listed client audits.
  - Technical department and specialist resources provide real-time support to audit teams in the field.

- We conduct regular reviews of engagements and partners. Review teams are independent and the work of every audit partner is reviewed at least once every three years.

- We have policies and guidance to ensure that work performed by engagement personnel meets applicable professional standards, regulatory requirements and the firm's standards of quality.

Other risk management quality controls

Independent monitoring

Independence, integrity, ethics and objectivity

Personnel management

KPMG Audit Quality and Risk Management

Acceptance & continuance of clients / engagements

Engagement performance standards

- All KPMG partners and staff are required to act with integrity and objectivity and comply with applicable laws, regulations and professional standards at all times.

- We do not offer services that would impair our independence.

- The processes we employ to help retain and develop people include:
  - Assignment based on skills and experience;
  - Rotation of partners;
  - Performance evaluation;
  - Development and training; and
  - Appropriate supervision and coaching.

- We have policies and procedures for deciding whether to accept or continue a client relationship or to perform a specific engagement for that client.

- Existing audit relationships are reviewed annually and evaluated to identify instances where we should discontinue our professional association with the client.

Appendix 2: KPMG's audit approach and methodology

Technology-enabled audit workflow (eAudIT)

Engagement Setup

- Tailor the eAudIT workflow to your circumstances

- Access global knowledge specific to your industry

- Team selection and timetable

Completion

- Tailor the eAudIT workflow to your circumstances

- Update risk assessment

- Perform completion procedures and overall evaluation of results and financial statements

- Form and issue audit opinion on financial statements

- Obtain written representation from management

- Required Finance, Audit and Property Committee communications

Risk Assessment

- Tailor the eAudIT workflow to your circumstances

- Understand your business and financial processes

- Identify significant risks

- Plan the use of KPMG specialists and others including auditor's external experts, management experts, internal auditors, service organizations auditors and component auditors

- Determine audit approach

- Evaluate design and implementation of internal controls (as required or considered necessary)

Testing

- Tailor the eAudIT workflow to your circumstances

- Perform tests of operating effectiveness of internal controls (as required or considered necessary)

- Perform substantive tests

Appendix 3: Required communications

In accordance with professional standards, there are a number of communications that are required during the course of our audit. These include:

- **Engagement letter** – the objectives of the audit, our responsibilities in carrying out our audit, as well as management's responsibilities, are set out in the engagement letter and any subsequent amendment letters as attached.

- **Audit planning report** – as attached

- **Required inquiries** – professional standards require that during the planning of our audit we obtain your views on risk of fraud and other matters. We make similar inquiries to management as part of our planning process; responses to these will assist us in planning our overall audit strategy and audit approach accordingly

- **Management representation letter** – we will obtain from management certain representations at the completion of the annual audit. In accordance with professional standards, copies of the representation letter will be provided to the Finance, Audit and Property Committee

- **Audit findings report** – at the completion of our audit, we will provide a report to the Audit Planning Committee

- **CPAB all firm inspection report (March 2015)** – Please refer to http://www.cpab-ccrc.ca/Documents/Topics/Public%20Reports/2014_Public_Report_EN.pdf

Appendix 4: Current developments

Standard	Summary and implications
PS 3210 - Assets	This standard provides a definition of assets and further expands that definition as it relates to control. Assets are defined as follows: • They embody future economic benefits that involve a capacity, singly or in combination with other assets, to provide goods and services, to provide future cash inflows, or to reduce cash outflows. • The public sector entity can control the economic resource and access to the future economic benefits. • The transaction or event giving rise to the public sector entity's control has already occurred. The standard also includes some disclosure requirements related to economic resources that are not recorded as assets to provide the user with better information about the types of resources available to the public section entity. This standard is effective for fiscal periods beginning on or after April 1, 2017.
PS 3420 Inter-entity Transactions	This standard relates to the measurement of related party transactions and includes a decision tree to support the standard. Transactions are recorded at carrying amounts with the exception of the following: • In the normal course of business – use exchange amount • Fair value consideration – use exchange amount • No or nominal amount – provider to use carrying amount; recipient choice of either carrying amount or value fair. • Cost allocation – use exchange amount This standard is effective for fiscal periods beginning on or after April 1, 2018.
Standard of Financial Instruments	A standard has been issued, establishing a standard on accounting for and reporting all types of financial instruments including derivatives. The effective date of this standard has recently been deterred and it is now effective for fiscal periods beginning on or after April 1, 2019. Implications: This standard will require the Library to identify any contracts that have embedded derivatives and recognize these on the statement of financial position at fair value. Portfolio investments in equity instruments are required to be recorded at fair

	value. Changes in fair value will be reported in a new financial statement – statement of remeasurement gains and losses. This standard sets out a number of disclosures in the financial statements designed to give the user an understanding of the significance of financial instruments to the Library. These disclosures include classes of financial instruments and qualitative and quantitative risk disclosures describing the nature and extent of risk by type. The risks to be considered include credit, currency, interest rate, liquidity, and market risk.
Revised Standard on Foreign Currency Translation	A revised standard has been issued establishing standards on accounting for and reporting transactions that are denominated in a foreign currency. The effective date of this standard has been deferred and is effective for fiscal periods beginning on or after April 1, 2019. Earlier adoption is permitted. An entity early adopting this standard must also adopt the new financial instruments standard. Implications: Exchange gains and losses arising prior to settlement are recognized in a new statement of remeasurement gains and losses.
GST/HST Harmonized Audits	The Canada Revenue Agency (CRA) has followed through on its intent to focus on public service bodies (e.g., municipalities, universities, colleges, hospitals, schools, associations, charities, non-profits etc.) for purposes of conducting GST/HST audits. Many public service bodies have undergone audits or have been contacted to begin an audit. We offer the following general observations on the impact of the CRA's increased focus on the public sector: • It is important that you have a plan in place for a GST/HST audit, including having a fixed point of contact for the auditor. Planning and managing the audit is as important as having the appropriate policies and procedures. • The CRA has been focusing on documentation, sharing arrangements, grants and sponsorships, and the allocation of inputs between taxable and exempt activities for input tax credit purposes (e.g. the filing of a Section 211 election and claiming of input tax credits on the use of real property). • The CRA has not consistently been applying audit offsets (e.g., allowing unclaimed input tax credits or rebates) that would help minimize the impact of any assessments. Our experience with GST/HST auditors has varied from audit to audit. However, in each case, the taxpayer has the burden of proof. The best approach is to be prepared in advance of receiving that call from CRA.

Cyber Security - It's more than just Technology

Organizations are subject to increasing amounts of legislative and public pressures to show they are managing and protecting their information appropriately. Simultaneously, the threats from cyber criminals and hackivists are growing in scale and sophistication. Organizations are also increasingly vulnerable as a result of technological advances and changing working practices including remote access, cloud computing, mobile technology and services on demand. The financial and reputational costs of not being prepared against a cyber-attack could be significant.

Cyber Security is not solely about Information Technology; it is fundamentally an operational and governance issue. Not-for-profit organizations should develop an operations-wide understanding of their threats, safeguards, and responses. Preparing this summary diagnostic will require the involvement of individuals in all areas of the organization, including those involved in hiring, procurement, customer relations and management. Key elements to consider include:

- Assessing the likelihood and intensity of a cyber-attack, based on the value of your information and your public profile

- Assessing your vulnerabilities to a cyber-attack

- Preparing your people, processes, infrastructure and technology to resist a cyber-attack, and to minimize its impact

- Detecting a cyber-attack and initiating your response

- Containing and investigating the cyber-attack

- Recovering from a cyber-attack and resuming business operations

- Reporting on and improving security

Not-for-profit organizations are at particular risk due to the information they maintain, including research data, member or student data, and health information. The reputational risk of this information not being adequately protected can often outweigh the financial consequences of a breach.

Not-for-profit organizations need to review their operations and consider cyber risks, then assess the organization's cyber maturity in addressing those risks. Structured models for completing this exercise exist for organizations of all sizes, as no one is immune to the risk of a cyber-attack.

KPMG in Canada, in collaboration with Imagine Canada, recently presented a webinar called "*Cyber Security: The new threat for Not-for-Profit Organizations*". We encourage you to view this webinar on Imagine Canada's website at:

http://sectorsource.ca/resource/video/cyber-security-not-profit-organizations-presented-kpmg

kpmg.ca

Date:	February 9, 2016
To:	Chair and Members of the Board
c.c.	Paul Takala, Chief Librarian
From:	Melanie Southern, Director, Public Service, Partnerships & Communications
Subject:	**2015 Metrics Report**

RECOMMENDATION:

That the Library Board receive the 2015 Metrics Report for its information.

BACKGROUND:

Ensuring that the Library is relevant and responsive is one of the HPL's current strategic priorities. Improving our capacity to gather, analyze and interpret our quantitative data is a key component of advancing this strategic priority. Both physical and digital circulation numbers are included. It is noted that these performance indicators will continue to grow to reflect HPL's evolving services.

The attached chart provides a number of key performance indicators for 2015. The definition of the different key performance indicators are given, with general statements provided for each.

Active Library Cardholders

This number of 153,796 represents library cardholders who have used their library card in the past two years. It is noted that from January 2015 onward, an actual monthly count of cardholders who have used their cards in the past two years was averaged for an annual value. Prior to 2015, one cumulative count of Active Borrowers was taken at the end of each year.

New Registered Cardholders

An actual count of the number of library cardholders who have registered for a new library card is taken each month and added for Quarterly and annual results. As you can see, this number is strong over last year.

Circulated Items (Physical)

The number of physical items borrowed/checked out from the Library's collection (holdings) for use outside of the Library. Items that are used within the Library are not included in this total. Circulated items that are renewed by phone and through the online catalogue are included in this statistic. This decline is a trend seen in other library systems and is due in part to new digital formats. Staff members are

conscious of this decline and are working to offset this trend.

Circulated Items (Digital)
The number of items borrowed/checked out by active Hamilton Public Library cardholders during the given period. Digital items include eBooks and eAudiobooks, digital magazines and newspapers, and digital media such as music and videos. While growth is strong over the course of the year, staff members note the Q4 decline and are monitoring the situation.

In Person Visits
In Q1 of 2015, HPL installed new Bibliotheca gates at a number of locations. These new gates record customer traffic but initially, overstated this number. A manual check in Q2 was performed and a correction calculation was applied, but the Q1 numberscould not be adjusted retrospectively. At locations without gate counters, staff members do quarterly "count week" samples that are applied to the year. These two different counting methods are combined to provide a representative number.

Website Visits
The number of visits (user sessions) made to the Hamilton Public Library webpage (www.hpl.ca) during the given period. In 2015, we had a few issues that impacted website usage. We were not able to integrate the Library's Summer Reading online platform in the website as the application was not responsive. This is being corrected for 2016. We also identified that usage of the Library's micro sites (Kids, Teens and LH&A) was not being captured accurately by our Google Analytics account; this has also been addressed.

Catalogue Visits
The number of visits (user sessions) made to the Hamilton Public Library Catalogue (www.hpl.bibliocommons.com) during the given period. In 2015, we experienced a significant spike. It has been challenging to identify the source of this significant increase although we are confident the Library's LibHub project is playing a role. For 2016, we are looking at other metrics that will more accurately reflect online catalogue usage.

Number of Programs
This number represents the actual number of programs held during the given period. A program is a planned presentation given at a scheduled time byLibrary staff or another resource person to a group of library users or potential users. Program examples include children's storytime, visits to classrooms and auditoriums; Library tours, movie and gaming programs; and talks given to groups that introduce users to our materials and services. Additionally, external authors, presenters or speakers delivering a presentation to library users within the library itself count towards this statistic. Activities such as exhibits, contests, booths and

the use of meeting rooms by external groups are not counted.

Program Attendance
This number represents the attendance from all programs. 2015 had an 8% increase over 2014. In Q1 of 2015, HPL had a 37% increase in 2014 attendance numbers. This was the result of more successful storytime and class visit programs, a larger offering of March Break programs, as well as JUNO Award week events. There were 160 more programs with 5763 greater attendance in March 2015 over March 2014. When you look at HPL programming over a longer period of time, participation has increased 53% over a five year period, and more than doubled since 2006.

Programming 2006 to 2015
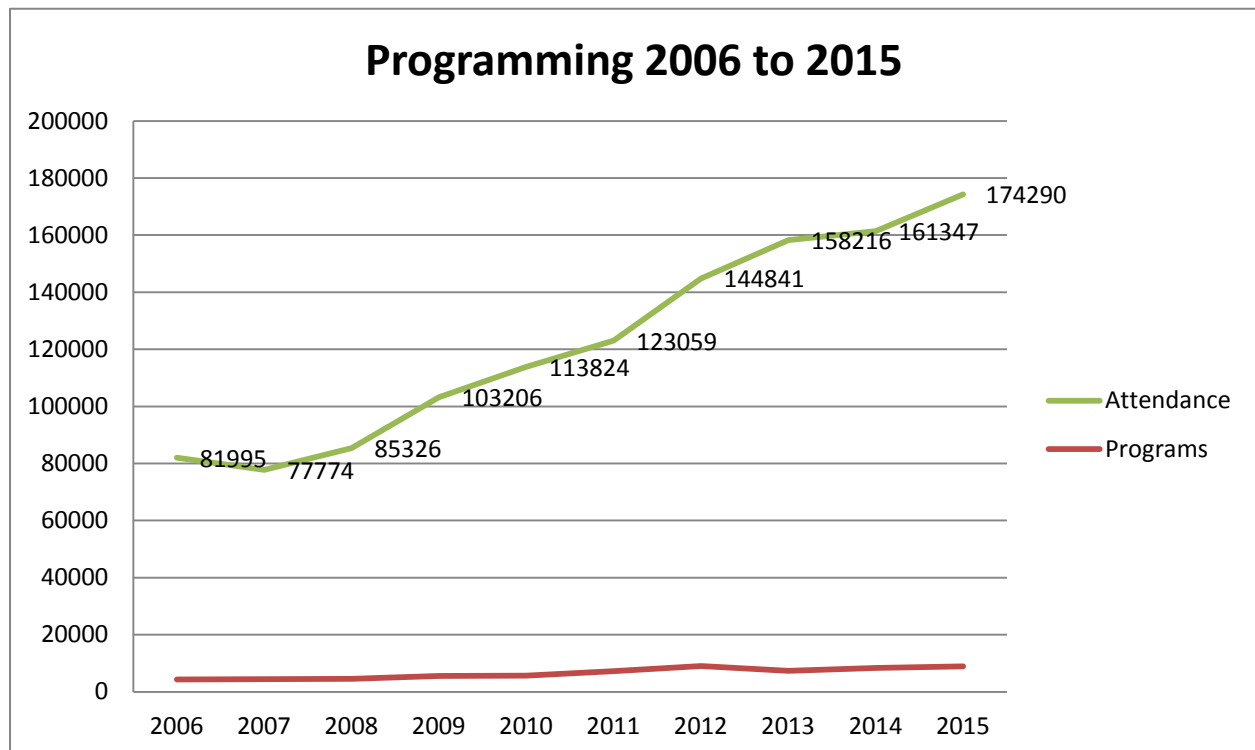
Computer Sessions
The number of times the customers log on with their library card and use a Library workstation (computer) during the given period. Cardholders who book/sign up in advance to utilize computer time as well as those who require computer use time on an ad hoc basis are counted. The amount of time that the cardholder uses the computer does not count in this statistic. As an example, if the cardholder uses a workstation for 30 minutes in the morning, and then 30 minutes in the afternoon, the Library computer session use for this patron would be two (2).

Wireless Network Use
The number of times customers log on to our wireless network. In 2015, there were a number of wireless projects that improved both customer experience and our ability to more accurately report usage. The wireless access controllers and

software were upgraded, providing greatly improved access to wireless usage data. The Library also worked with City IT to separate the Library's wireless network from the City which allows easier tracking of Library specific traffic, particularly at joint facilities. We are also committed to increasing the number of wireless access points in Library facilities to ensure that we can meet growing demand for this important service.

Social Media Fans
The aggregate total of the number of fans and followers of Hamilton Public Library on the social media platforms Facebook and Twitter. This statistic is taken as a snapshot at the end of the given period. Staff are pleased that their efforts are consistently building our social media following, and followers have increased by 25%. HPL is active on Instagram, YouTube and Pinterest and continues to build these audiences, but that it is more difficult to capture monthly analytics on these platforms.

Hamilton Public Library

55 York Boulevard
Hamilton, Ontario
Population Served: **545,850**
Active Library Cardholders: **153,796**
Active Cardholders Per Population Served: **28.18%**

Fiscal, 2015

Performance Statistic	Fiscal, 2015	Fiscal, 2014	% Change 2014-2015	Q4, 2015	Q4, 2014	% Change Q4 2014-2015	Q3, 2015	Q3, 2014	% Change Q3 2014-2015	Q2, 2015	Q2, 2014	% Change Q2 2014-2015	Q1, 2015	Q1, 2014	% Change Q1 2014-2015
New Registered Cardholders	22,366	19,995	11.9%	5,205	4,974	4.6%	6,126	6,140	-0.2%	5,233	4,320	21.1%	5,802	4,561	27.2%
Circulated Items (Physical)	5,480,705	5,825,464	-5.9%	1,288,417	1,402,442	-8.1%	1,428,542	1,538,044	-7.1%	1,340,015	1,413,421	-5.2%	1,423,731	1,471,557	-3.3%
Circulated Items (Digital)	992,897	944,239	5.2%	237,838	267,155	-11.0%	240,712	211,611	13.8%	245,790	228,862	7.4%	268,557	236,611	13.5%
Circulated Items (Total)	6,473,602	6,769,703	-4.4%	1,526,255	1,669,597	-8.6%	1,669,254	1,749,655	-4.6%	1,585,805	1,642,283	-3.4%	1,692,288	1,708,168	-0.9%
In Person Visits	3,728,654	3,712,253	0.4%	830,560	928,063	-10.5%	904,519	928,063	-2.5%	820,075	Not Available	-	1,173,500	Not Available	-
Website Visits	2,675,487	3,111,001	-14.0%	581,890	732,217	-20.5%	622,178	771,143	-19.3%	691,464	755,681	-8.5%	779,955	851,960	-8.5%
Catalogue Visits	7,346,407	2,108,376	248.4%	2,245,451	538,046	317.3%	2,290,715	537,672	326.0%	2,197,113	494,548	344.3%	613,128	538,110	13.9%
Number of Programs	8,867	8,312	6.7%	1,968	2,013	-2.2%	2,228	2,145	3.9%	2,232	2,037	9.6%	2,439	2,040	19.6%
Program Attendance	174,290	161,347	8.0%	31,374	31,027	1.1%	46,357	45,019	3.0%	55,484	51,020	8.7%	41,075	29,959	37.1%
Computer Sessions	795,397	788,333	0.9%	203,934	192,536	5.9%	208,494	208,305	0.1%	190,570	184,996	3.0%	192,399	202,496	-5.0%
Wireless Network Uses	814,440	542,450	50.1%	238,988	Not Available	-	188,334	Not Available	-	218,311	Not Available	-	168,807	Not Available	-
Social Media Fans (Twitter, Facebook)	9,014	7,205	25.1%	9,014	7,205	25.1%	8,490	6,702	26.7%	7,975	6,140	29.9%	7,562	5,662	33.6%

Additional Information

Total New Registered Cardholders

Hamilton
Public
Library

Performance Statistic	Fiscal, 2015	Fiscal, 2014	% Change 2014-2015	Q4, 2015	Q4, 2014	% Change Q4 2014-2015	Q3, 2015	Q3, 2014	% Change Q3 2014-2015	Q2, 2015	Q2, 2014	% Change Q2 2014-2015	Q1, 2015	Q1, 2014	% Change Q1 2014-2015
Total New Registered Cardholders	22,366	19,995	11.9%	5,205	4,974	4.6%	6,126	6,140	-0.2%	5,233	4,320	21.1%	5,802	4,561	27.2%
New Children Cardholders	4,881	4,764	2.5%	1,217	1,229	-1.0%	1,388	1,620	-14.3%	1,174	1,013	15.9%	1,102	902	22.2%
New Young Adult Cardholders	1,083	921	17.6%	272	248	9.7%	333	315	5.7%	217	155	40.0%	261	203	28.6%
New Adult Cardholders	14,962	12,787	17.0%	3,351	3,133	7.0%	4,026	3,755	7.2%	3,522	2,812	25.2%	4,063	3,087	31.6%
New Older Adult Cardholders	1,440	1,523	-5.4%	365	364	0.3%	379	450	-15.8%	320	340	-5.9%	376	369	1.9%

Additional Information
Number of Programs and Corresponding Attendance

Hamilton Public Library

Performance Statistic	Fiscal, 2015	Fiscal, 2014	% Change 2014-2015	Q4, 2015	Q4, 2014	% Change Q4 2014-2015	Q3, 2015	Q3, 2014	% Change Q3 2014-2015	Q2, 2015	Q2, 2014	% Change Q2 2014-2015	Q1, 2015	Q1, 2014	% Change Q1 2014-2015
Number of Programs	8,867	8,312	6.7%	1,968	2,013	-2.2%	2,228	2,145	3.9%	2,232	2,037	9.6%	2,439	2,040	19.6%
Program Attendance	174,290	161,347	8.0%	31,374	31,027	1.1%	46,357	45,019	3.0%	55,484	51,020	8.7%	41,075	29,959	37.1%
Storytime Programs	1,965	1,756	11.9%	479	451	6.2%	271	298	-9.1%	560	495	13.1%	655	512	27.9%
Storytime Attendance	41,603	40,940	1.6%	11,424	10,721	6.6%	6,786	8,802	-22.9%	10,939	11,103	-1.5%	12,454	10,314	20.7%
Children's Programs	2,439	2,358	3.4%	381	341	11.7%	1,208	1,067	13.2%	320	416	-23.1%	530	534	-0.7%
Children's Program Attendance	55,781	52,607	6.0%	6,152	5,096	20.7%	30,469	27,347	11.4%	7,399	11,179	-33.8%	11,761	8,985	30.9%
Young Adult Programs	320	323	-0.9%	89	81	9.9%	91	95	-4.2%	75	87	-13.8%	65	60	8.3%
Young Adult Program Attendance	3,818	3,615	5.6%	1,131	828	36.6%	1,045	1,373	-23.9%	806	853	-5.5%	836	561	49.0%
Class Visits	489	445	9.9%	100	126	-20.6%	7	24	-70.8%	219	171	28.1%	163	124	31.5%
Class Visit Attendance	30,336	25,719	18.0%	3,297	3,099	6.4%	170	724	-76.5%	22,609	19,029	18.8%	4,260	2,867	48.6%
Adult Programs	3,289	3,139	4.8%	810	909	-10.9%	611	651	-6.1%	924	827	11.7%	944	752	25.5%
Adult Program Attendance	39,412	34,980	12.7%	8,484	10,077	-15.8%	7,578	6,833	10.9%	12,352	10,264	20.3%	10,998	7,806	40.9%
Older Adult Programs	365	291	25.4%	109	105	3.8%	40	51	-21.6%	134	57	135.1%	82	78	5.1%
Older Adult Program Attendance	3,340	3,486	-4.2%	886	1,206	-26.5%	309	884	-65.0%	1,379	650	112.2%	766	746	2.7%

Hamilton Public Library

Date: February 17, 2016
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Karen Anderson, Director of Public Service
Subject: **Dundas Operating Hours in Temporary Location**

RECOMMENDATION:

That the Hamilton Public Library approve the following operating hours for the Dundas branch temporary location:

Monday   Closed

Tues-Thurs 10-9

Friday   10-6

Saturday   10-5

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

There will be no impact on regular staffing.

BACKGROUND:

The current Dundas branch will close for renovations in 2016. During that period a temporary location will be opened. It is expected that the location will be significantly smaller and that many customers will also use nearby locations, eg Greensville, Waterdown, Ancaster, Westdale and Central. There will be no Sunday hours offered at the small Dundas location.

Date: February 12, 2016
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian
Subject: **Absences Due to Conflicts with City Council**

RECOMMENDATION:

That the Hamilton Public Library Board excuse absences of City Council members of the Hamilton Public Library Board when those members are unable to attend Library Board meetings due to City Council business.

BACKGROUND:

Section 26 of the Hamilton Public Library Bylaws state that "absence from three consecutive meetings of the Board will result in the member's disqualification from the Board unless the member is 'excused for cause' by a motion of the Board". There is a similar requirement under the Ontario Public Libraries Act. In acknowledgement of the fact that our City Council members are often required to attend Council meetings and other City business, this motion will ensure that our City Council members do not suffer unintended consequences under our Bylaws for as a result.

Board By-Laws Section 20 states: "A regular meeting of the Board shall be held on the third Wednesday of the month (except July and August) at 6:00 p.m. in the Board Room at the Central Library, 55 York Boulevard, Hamilton or at such other day or time or such other place as may be agreed upon by the Board."

Normally the Library Board approves its schedule for the following year at the November Board meeting, last year that happened before Council set its schedule. Waiting until December could help identify and prevent conflicts. It should also be discussed by the Board that in cases where City Council meetings are added or rescheduled to conflict with Library Board meetings, given sufficient advance notice, that we should attempt to reschedule Library Board meetings into a non-conflict week if this is possible.